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IAM RESPONDING SYSTEM UPDATES:

July 9, 2019 New App Release

New iOS and Android IaR app updates are being released on July 9, 2019 (please give them time to appear in the app stores, which may take until later in the day). There is A LOT included in these app releases, so please read this description and update your IaR app to the version with today's release date.

On Android, a recent Android operating system update moved the IaR ringtone files to a location that was more difficult to access. This app update restores those to a more easily accessible location to make it easier for you to select and use the IaR specific ringtones.

On iOS, Apple does not allow apps to generically over-ride silent mode on their devices, but has released a new "Critical Alerts" feature that companies can be specifically authorized to use following a rigorous review process. IaR has been approved by Apple to enable and use Critical Alerts in the IaR app for dispatch notification alerts delivered via push notification. This allows you to enable Critical Alerts on your device, which will allow dispatch push notifications to trigger an alert tone even when your device is on silent or Do Not Disturb mode. You need to enable this first in the My Settings menu item in your IaR app, by selecting "Sound on silent/vibrate mode?" Next to that setting, click the "i" with a circle around it to learn more about how to enable Critical Alerts on your device, and to understand the restrictions of that feature. Please note: Critical Alerts only override your device's silent and do not disturb modes, they do not override any do not disturb setting that you have specifically enabled within your IaR app settings.

Android and iOS apps both now include a new, simple Available/Unavailable page in your app (look for it in your app menu) that lets your members very simply mark their current status as Available or Unavailable. Settings here are stored per member, so they will remain the same the next time that you return to that page. Simply toggle the button on that page to Available or Unavailable, and then click Save. Members marked as available or unavailable will display as such on your "On Duty Now" page of your apps and web screens. Please note: (1) the same available/unavailable entries can also be made in the scheduling page of your app, and is very easy to do there also if you enter scheduling defaults in your online member profiled; and (2) this new feature can be turned on/off department-wide under administrative functions --> system settings.

Android and iOS apps both now include version 2 of IaR's in-app chat feature, which includes many chat updates, such as: being able to add additional members to an existing group chat; re-adding a member who has left a group chat; being able to close a chat; customizing ringtones for each chat; sending pictures within your

chats; being able to turn chat on/off per member in their online member profiles; and being able to turn chat on/off department wide in administrative functions--> system settings.

Both Android and iOS apps also include a modification to the "My Schedule" page (under Scheduling) to display upcoming shifts with either the current or next upcoming shift at the top of the page. You can still look backwards at previous shifts via date selections available by clicking the gear icon on that page of your app.